



Position Title: Director of Quality Assurance
Reports To: Vice Provost, Chief Information Officer
Department: Information Technology
Prepared By/Date: Carol Flynn/08-2006
Approved By/Date: Ruth Ann Balla/03-23-2012
Revised: Donna French/03-23-2012

Job Code: 0378-00E
Job Group: PEC
Salary Grade: 18
FLSA Status: Exempt

Summary:

The Director of Quality Assurance is responsible for building, leading and managing the QA program for the District Information Technology (IT) team and has three main areas of authority: quality control (defect detection), quality assurance (defect prevention), and configuration management. The Director of QA coordinates the process to build an IT QA strategy and mission, which includes staffing plans and budgets. This position also determines appropriate software quality assurance activities to be integrated into the project software development process.

Essential Duties and Responsibilities:

- Manages the development, implementation, and maintenance of QA policies, standards, guidelines, baselines, processes, and procedures in compliance with state and federal regulations and standards
- Educates and provides thought leadership for the introduction of quality methodologies in IT product and process development.
- Monitors and reports on the Application Development and Systems Operations teams' functions, activities, and compliance
- Monitors the design and development of projects through process metrics, reviews, walkthroughs/inspections, and internal audits
- Ensures that process improvement strategies will be identified, documented, and implemented
- Provides QA direction and oversight on large and complex IT-related systems and projects.
- Defines, develops and leads the implementation of a full suite of automated and integrated front to back test capability
- Defines, develops and leads the implementation of strategies to create and, with high automation, maintain multiple test environments with inherently high integrity
- Manages an operating budget up to \$250k and is responsible for subordinates' salaries of \$140k to \$1400k
- Engages with and actively influences an integrated approach to quality assurance with Program Management, Security, Application Development and Operations teams
- Develops and implements configuration management processes related to change control and release management
- Serves as a member of the senior IT leadership team to improve the overall quality of processes, functions, and tools within the organization
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge and understanding of higher education, governmental agency or corporate/industry quality assurance practices; ASQ CSQE or other related QA accreditation
- Knowledge of related Acts: Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability Accountability Act (HIPAA), Gramm-Leach-Bliley (GLB) Act, Communications Assistance for Law Enforcement Act (CALEA)
- Knowledge and understanding of college organization, goals and objectives, and policies and procedures

- Knowledge of the current and developing information technology services requirements in a large educational institution
- Knowledge of industry information technology and impact on processes
- Knowledge and experience with software development and system development
- Knowledge and experience in configuration management
- Persuasive leader who can serve as an effective member of the leadership team and communicate QA related concepts to a broad range of technical and non-technical employees
- Excellent organizational and communication skills (both oral and written)
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community
- Strong analytical, troubleshooting, and quantitative measurement skills
- Strong cross group negotiation and management skills
- Ability to write reports, business correspondence, and procedure manuals
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Ability to work and effectively prioritize in a highly dynamic decentralized work environment
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- Ability to effectively present information and respond to questions from top management, groups of managers, clients, customers, and the general public
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to carry out supervisory responsibilities in accordance with the College's policies and applicable laws, including: interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems
- Ability to work with user communities of diverse backgrounds and skill levels

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must occasionally lift and/or move up to 25 pounds. The employee is frequently required to stand; walk; talk and hear; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as "essential." This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty

satisfactorily.

- Bachelor of Science (BS) from an accredited college/university in a related field of study such as Computer Science or Information Systems and nine (9) years of progressive experience in computing and information technology with emphasis in Quality Assurance and Configuration Management

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name